



Round House Cafe Customer Feedback

Questions, Comments, Kudos & Klouts November 2016



What people are saying about the new salad bar: Love the increased variety...easier to reach the items under the glass...looks great...I like it WAY better than the old one...so much more appetizing...love the bulk Jell-O option...it is simply VERY, very cool...don't seem to run out of items as often as we used to...thanks for making it so much better!

I got the loaded beef nachos for lunch. Next time, could there be an option for a half portion? I just couldn't eat it all, and I hate to waste food. I shared with my co-worker and it was still too much! We are glad you liked it, but we have to say this may be the first time ever somebody wrote to tell us our portions are too big! We are grateful you got your money's worth! We don't normally do half portions, but will consider your suggestion. Thanks for letting us know.

I will be visiting the Round House on an upcoming field trip and was wondering if you have anything on the menu that is gluten-free? I have a pretty severe gluten allergy, so I have to be really careful about eating at restaurants. The Café has several naturally gluten free options available. You can view all of our offerings at the Café website by visiting www.aramarkcafe.com/srpmic

Ernesto does a great job with everything. The Tahini dressing today was especially delicious! Please let him know his good work is notice and appreciated. We are proud to say that Chef Ernesto has been here at the Round House since day one, delighting our guests with soups, entrees and providing excellent customer service! He is appreciated.

I've been very patient. WHERE IS THE PITTED BEEF? Haven't had any in a very long time. Seems the best you can do lately is carved brisket. Can we PLEASE get some pitted beef? Duly noted. Glad you like it. And keep an eye on the menu for some pitted beef very soon!

(Several guests have written or stopped by to say...) The new guy at the grill (Joe Villagomez) is AMAZING! Very friendly, outgoing, and his food is delicious! Thanks for the kind words. We like him too! Joe comes to us via several previous ARAMARK accounts, including Boeing. It's kind of a win/win for him and us, as he lives very close to the Café. We are happy to have him and hope he stays for some time to come.

You used to have Holsum 100% Wheat Bread. I liked it because it had less sugar, but I haven't seen it in a while. Will you be getting more? Thanks for asking, glad you liked it...but unfortunately, the Café has recently changed bread suppliers and that item is no longer available to us. We are sorry for the disappointment and appreciate your understanding.

Kudos & Klouts (Customer Concerns, Compliments and/or Suggestions)

- My Pumpkin Spice Latte tasted burnt this morning (*we made you a new one*)
- Cashiers always ask if I'm tribal, but never ask if I'm wearing the 10% off color!
- Sausage and Egg pricing is not consistent (*we checked into it, and gave you the correct pricing*)
- I won State Fair tickets! Thanks for the good karma!
- Tomato onion sauce for Oktoberfest was wonderfully different
- All of the sauces for Oktoberfest were excellent, and their display was perfect
- The Egg Salad went perfectly with the fried asparagus...which was perfect in itself
- My fried asparagus seemed a little "squishy" in the middle. Guess I expected crispy. But it tasted good.
- Loved the "crunch" in the knockwurst and wiener skins – authentic – and seasoned perfectly
- Red Cabbage and apples...delicious
- Another three people stopped to say how wonderful the salad bar actually is
- My pretzel with the sausages seemed a little dry – but plenty of salt made up for it. Please go for "soft"
- Lingonberries – I love the European flavors
- Pricing discrepancy on my half-sandwich combo (*we investigated, and sent you a coupon*)
- I didn't get the bacon I asked for on my sandwich....again. But I love the Café staff anyway!
- Extremely happy with the service of David Nash and Milo Johnson
- Chicken Parm, was excellent! Service was fast and on point. Pineapple upside down cake delicious too!
- Need more cashiers during busy times morning and noon. Sometimes you look around, and no help available.
- Every time they sell Posole, I try to get a container. It is always very good and have never had a bad batch.
- Great burgers at the grill today, and BEST SERVICE EVER!
- I like the fact that the Café staff will make your food exactly as you want it, at every station
- Felicia always does a great job with my sandwich. Today, Panini pressed my wrap sandwich. Warm. Perfect.

To submit your feedback...

1. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
2. Or...E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

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